

**Department of General Services
Real Estate Services Division & Division of the State Architect**

**MINUTES
POST-OCCUPANCY EVALUATION PROGRAM
Draft Strategic Plan Presentation
to the POE Program Executive Sponsors
THURSDAY, AUGUST 9, 2001
1:30 p.m. – 3:00 p.m.
1325 J Street, 19th Floor Conference Room
Sacramento, California**

Attendees:

Cheryl Fuller, Fuller Coe
Craig Zimring, Consultant
Dennis Dunne, DGS
Mike Courtney, DGS RESD
Steve Castellanos, DGS DSA
Tim Bow, Chief, BPM
Peg Hudson, Chief, PMB
Lee Willoughby, PMB
Norton Chapman, PSB

Stephan Cohen, DSA
Richard Conrad, DSA
Dennis Corelis, PSB
Lisa Drury, CAM
Sheral Gates, APE
Deborah Hysen, BPM
John Otto, PMB
Candy Roberts, Fuller Coe
Bettie Tsuda, PMB

Purpose of the Meeting: To present the Draft POE Strategic Plan for approval by the Executive Sponsors.

1. INTRODUCTION

As leader of the POE Charter Team, Mr. Willoughby led the meeting and attendees introduced themselves. The attendees included the POE Executive Sponsors, members from the Steering Committee and Charter Team, and the consultants.

2. HISTORY

Mr. Willoughby gave a brief history of the DGS POE program to date, beginning with the workshop in December 2000.

3. OVERVIEW AND TARGET SCOPE

Mr. Zimring presented an overview of the strategic plan, focusing on the five key POE components:

- Level I process, including QRS and CBE survey (**How** a building is performing.)
- Level II (**Why** a building is performing in a particular way.)
- Level III (Addresses **specific** issues, i.e., raised flooring.)
- Website/Data Warehouse
- Design Guides

He noted that instead of a building evaluation at a particular point in time, the proposed DGS POE Program has come to be a process of planning and evaluation that extends throughout the life of a project.

He also reviewed the target scope for each of the components in FY 2001-02 as proposed in the Plan. These include goal setting and preparation for evaluation with 12-15 projects beginning this fiscal year, as well as POE activities on approximately 15 completed projects during the coming year.

Finally, he shared elements that successful POE programs tend to have:

- Executive and management support, in word and action
- Adequate resources
- Ongoing training
- Integration into everyday business processes
- Nimbleness in seeing opportunities and acting on them
- Easy access to credible information that makes people's jobs easier and better
- Multiple forms of information and different paths to it
- Really, really persistent internal experts
- Long-term program of credibility development and refinement
- Focus on creating acceptance of feedback.

4. COMMENTS FROM CHARTER TEAM MEMBERS

Charter Team members also shared their ideas, concerns and hopes for the POE program. Primary concerns are as follows:

- Resources – In order for POE to succeed, the Department must be willing to commit resources and funds to support and staff the effort.
- On-going Training – For Department staff, client agencies, and A/E consultants.
- Flexibility – Allow the program to change during its evolution.
- Data Accessibility – Ease of data entry and extrapolating data in usable formats.
- Internal Responsibility/Accountability/Liability

Mr. Courtney noted that he sees the highest priorities being the technology issues – the data warehouse, easy access to and broadcasting/dissemination of the data in usable formats. The issues of electronic "Design Bulletins" was discussed, as a means to share concerns, pose questions, issue alerts and warnings, and celebrate successes. Ms. Hudson indicated that *how* the data is organized is also very important and suggested using a Construction Specifications Institute (CSI) categories-type system as a possible method. Mr. Conrad added that the new Commissioning Program standards will be based on CSI.

Ms. Hudson felt that the QRS and Level I POE activities could be included in the "post construction phase" of consultant contracts. Mr. Dunne added that the POE program can be tied closely with the issues of sustainability, e.g., are we doing what we intended to do.

In addition to school classrooms, the Department of Forestry (CDF) utilizes a repetitive building type for its Forest Fire Station and was considered a good Design Guide candidate for analysis, evaluation, and feeding forward information from one project to another.

There was discussion of a suitable name for this program, since "POE" no longer seems inclusive enough. "Building Performance Evaluation" was discussed as a possible alternative.

5. NEXT STEP — IMPLEMENTATION

Mr. Willoughby indicated that the next logical step is to develop a POE Implementation Plan. While the consultants (Craig Zimring and Cheryl Fuller) were hired to develop the POE Strategic Plan, he recommended to the Executive Sponsors that they be retained to help write the Implementation Plan, which should be completed by the end of the current calendar year. The Executive Sponsors unanimously approved Mr. Willoughby's recommendations and instructed him to proceed with the contracting process.

6. STRATEGIC PLAN APPROVAL

The Executive Sponsors approved the POE Strategic Plan as submitted and instructed Mr. Willoughby to move forward to develop the implementation plan.

I, Bettie K. Tsuda, do hereby certify that, to the best of my knowledge, the foregoing is a true and correct copy of the minutes of the Post-Occupancy Evaluation Meeting held on August 9, 2001.

Respectfully submitted,

Bettie K. Tsuda
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Phone: (916) 323-1481

cc: Meeting Attendees
Executive Sponsors
Steering Committee Members
Charter Team Members

Link: [http://www.poe.dgs.ca.gov/plan/POE Strategic Plan 08-01.pdf](http://www.poe.dgs.ca.gov/plan/POE%20Strategic%20Plan%2008-01.pdf)